

2023 to 2024 Market Sustainability and Improvement Fund (MSIF): information to be reported by each local authority

Target Area: waiting times

Instructions/guidance

To assess whether improvement has been made, local authorities must share data on waiting times with DHSC. Local authorities must submit data on the same waiting times metric as they provided at the initial report in May 2023. This is to allow for comparison between the data submitted in the initial and final reports.

Question 1 (Preferred Metric)

- the preferred reporting metric is for local authorities to submit the mean waiting time (average number of days) between initial contact or referral to the local authority, and for either support, a care package, or a direct payment to begin
- this should be the mean waiting time elapsed from initial contact or referral for any person for whom support, a care package or direct payment commenced during the final quarter of 2023 to 2024 (1st January - 31st March 2024)
- the mean waiting time should be calculated across **all service types, including both long-term and short-term support, and should include any cases where equipment has been provided**
- please note that when calculating the average wait time, only those cases which result in an individual receiving support, a care package, or a direct payment should be included. Cases which do not result in these outcomes should not be included in the calculation
- cases where following an initial contact, an individual receives advice, information, signposting to other support or something similar should **not** be included. In such cases where the same individual then re-contacts the local authority at a later point and this request ends up with the individual receiving support, then the wait time should be calculated from the point of recontact rather than the initial contact which ended in advice rather than support
- if an assessment leads to a person being referred to more than one service type or support, you should treat these services as separate cases and include separate waiting times for each aspect of provision/support when calculating the average. If such an approach may cause challenges for the local authority, then please just use the wait time between initial contact and the provision of the 'main' type of support or service, explaining your approach in the comments

This data on the final quarter of 2023 to 2024 will then be compared with the waiting time data submitted for the final quarter of 2022 to 2023 in the MSIF initial report.

Question 2 (Alternative Metric)

- the Department recognised that some local authorities may not have been in a position to report the preferred reporting metric in their MSIF initial report
- if this is the case and the local authority reported an alternative metric in the MSIF initial report, then they should report data against **the same** alternative metric
- local authorities should report the actual numeric result for their metric in cell B33, the units of the result in cell B34 and then set out the full name and explain the metric in the comment box below (A38)

Local authorities are reminded that for 2024 to 2025, the waiting times metric will be measured through Client Level Data (CLD).

(1) If possible, please report the mean waiting time (in days) between initial contact or referral to the local authority, and for either support, a care package, or a direct payment to begin.

Description	Data Item
Mean waiting time between initial contact/referral and beginning of support/care package/direct payment commenced during the final quarter of 2023 to 2024 (1st January - 31st March 2024).	50.00 days

(2) Otherwise, please report an alternative metric on waiting times or waiting lists.

Description	Data Item
Alternative metric value	
What units is your alternative metric in? For example: days, number of people	

(3) Please use the box below to explain as clearly and specifically as you can, the metric and definition you used alongside any other relevant information about your metric and/or data. Please also explain the reason you used this metric rather than that stated in row 26. (Maximum 500 characters).